

City of Auburn
INQUIRY FOR PROPOSALS OF INTEREST
FOR ANIMAL SHELTERING SERVICES

PURPOSE OF REQUEST

The City of Auburn ("City") is requesting proposals of interest for the purpose of contracting for animal sheltering services for the animals impounded through the City of Auburn's Animal Care and Control program to include owner surrenders and turn in of stray animals by citizens.

An informational meeting of potential applicants will be held in City Hall Room 3 at 6 p.m. on May 24, 2010 to discuss requirements and options stated below in the Scope of Services. Requests for Proposals (RFP) will be required approximately one week later.

SCOPE OF SERVICES
General Description

In 2009, King County Animal Care and Control reports 1,166 animals were brought in to its Kent shelter (from field staff or by the public) from the City of Auburn. They also report a two year average shelter intake from Auburn of 1,191. Although some of these numbers may not be completely accurate, Auburn estimates could lower the annual number to approximately 800 – 900.

The animals needing sheltering may be lost (stray), abandoned or victims of neglect or abuse, impounded due to bite cases or other type of legal action requiring impound. Although the impounded animals will be vaccinated at time of intake, their medical and behavior backgrounds are generally unknown, thus requiring careful attention to minimizing the spread of infectious diseases and reducing the potential for bites or injuries between shelter animals and between humans and the shelter animals. If strays and owner surrender animals are admitted, they may not be vaccinated. The animals generally refer to companion or pet animals such as dogs and cats. Occasionally ACC cases will involve smaller animals (such as but not limited to birds, rabbits, guinea pigs), livestock or reptiles.

The City of Auburn is researching the possibility of establishing its own animal care and control (ACC) program for the City starting as early as January 1, 2011. One component to this program is contracting with an organization to receive and care for animals impounded pursuant to City ordinance, County Code (Title 11 Animals) or the Revised Code of Washington, and possibly owner surrenders and strays.

The animal shelter will provide sheltering services for the City which includes:

1. Caring for animals brought in by animal care and control services
 - Feeding quality food twice a day
 - Giving them regular access to clean water

- Monitoring their health and well being
 - Keeping them safe and secure
 - Providing bedding and enrichment toys, when or if appropriate
2. Daily cleaning of the shelter using proper cleaning and disinfection practices, spot cleaning throughout the day, re-watering if necessary, cleaning of food and water bowls as well as any bedding/towels or other items that had contact with the animals.
 3. Providing basic pet first aid in the event of any injuries or health problems. Assisting the City with developing policies and protocols for accessing veterinary services for emergencies.
 4. Maintaining accurate records of all activities pertaining to the animal care and control duties. This may include such information as daily records of animal intake, animal information (such as *date in, name, sex, age, and breed(s)*), health or behavior notes, redemption or other outcomes for each animal.
 5. Maintaining reasonable hours and parking for the public coming to the shelter looking for their lost pet.
 6. Providing a means for the public to leave “lost pet” information at the shelter. This could be maintaining a three-ring notebook or bulletin board for lost notices to be kept for a specific time period and can be compared to the impounded animal inventory lists or descriptions.
 7. Providing courteous and trained staff to assist the public when they need to access the area where the stray animals reside. Process the redemption when an owner locates and it is confirmed that their pet is in the kennel. Maintain accurate records of any monies received and required City forms and documents relating to the impounded animals.
 8. Selling City of Auburn pet licenses to clients and pet owners redeeming their pet (if they are not current). Maintaining the pet tags and paperwork. Submitting the sales activity sheets or other related reports and forms to the City on a regular basis.
 9. Providing access to agents and employees of the City’s designated Animal Care and Control program on a continual (24 hours per day), seven day per week basis. The shelter will supply such employees or agents with keys and/or alarm codes for access to the necessary areas of the shelter. Also making available a work space for the ACO to fill out their paperwork, plug in his/her lap top, for example.
 10. Working in partnership with the City and other animal rescue or welfare organizations to encourage the public to adopt the unclaimed Auburn animals deemed appropriate (of sound temperament and health) for adoption or transfer to approved local animal rescue organizations. *They will include in monthly reports to*

the City the names and contact information for anyone or any approved animal rescue/adoption organization that adopts or fosters the animal.

11. Euthanasia decisions will be made by the City of Auburn, however the shelter will be asked for input information. Current plans would be that City of Auburn will contract with veterinary clinics in the area to perform the humane euthanasia in these circumstances.
12. City of Auburn volunteers may be allowed on site to help with walking the dogs, some of the cleaning or ACC tasks.
13. The shelter may be subject to Public Disclosure Requests.
14. Sheltering facility will be required to maintain appropriate levels of general liability insurance.

The City will:

Transport and book in the impounded animals at the shelter. This includes but is not limited to taking the animals photograph, using a software program to track animal information and location. Citizens or Good Samaritans may be allowed to deliver animals to the shelter.

Vaccinate the dogs and cats, brought to the shelter by Animal Control staff, at incoming (dogs – DHLPP and cats for FVRCP). If the shelter wishes to vaccinate the dogs for kennel cough (Bordetella, bronchiseptica), that would be at the expense of the shelter.

Post and provide information to the public regarding the lost and found procedures, posting photos and information about on the City website or other selected Internet sites which animals are at the shelter and maintain an up-to-date recording of all animals picked up on the ACC phone number.

Provide regular communication with the shelter regarding status of animal care and control cases, program updates, etc.

If schedules permit, make available the ACO or other program staff for animal care and control related questions, situations, or updates. When necessary or appropriate, the ACO or other City staff may arrange to help with related training sessions or sharing training information to the shelter staff.

Will provide the forms, paperwork, guide sheets regarding processing the daily and/or monthly reports on shelter activity and related business transactions.

Will provide ACC flyers, brochures and other printed materials regarding ACC services, events or resources

Contract Terms

The City would be looking for a long term contract – potentially 3 - 5 years with a renewal option and a cancellation requirement of approximately 6 months so that both parties would have enough time to make arrangements.

Proposals of Interest

Submissions of interest should be brought to the information meeting and include information/answers to the following questions:

1. The names of individuals who will own or manage the animal shelter and their qualifications.
2. Specific experience, education/skills and certifications of the kennel staff. Also provide the number of paid employees, organizational chart and employee turnover rate.
3. A list of all the all applicable local and state regulations that will be followed and a brief explanation as to how.
4. Description of the kennel cleaning protocols used
5. Description of the property and facilities. Please include but not be limited to: the age of the facility; what alarm systems are in place; any significant maintenance issues; size, number and materials used for the animal housing areas
6. The capacity for sheltering stray animals, specify for cat, dogs and other type of animals.
7. Current hours of operation and hours open to current client base. Please specify what hours your shelter will be available for public looking for their lost or stray pet
8. Describe what procedures are taken now if there are medical emergencies w/boarding clients.
9. Include a list of applicable licenses or permits on file and expiration dates.
10. If your business has a disaster preparedness or business continuity plan, please include a copy of that plan.
11. If there are any pending or threatened charges, complaints or grievances relating to past or present employees or against the organization, please explain.
12. List of vendors or suppliers currently being using (or would be used).

13. How will animals be kept safe and secure on the property?
14. What role would the shelter like to have, if any, in adopting the unclaimed stray animals or arranging to have them transferred to other animal shelters or rescue groups for adoption? Please describe.
15. Is there any additional pertinent information for consideration?
16. Staff animal handling skills and experience.
17. How the shelter would handle an outbreak of infectious diseases.
18. Financial information dealing with solvency of the organization/facility

Questions should be direct to John Fletcher, City of Auburn 253-804-5096.